

FIG. 1

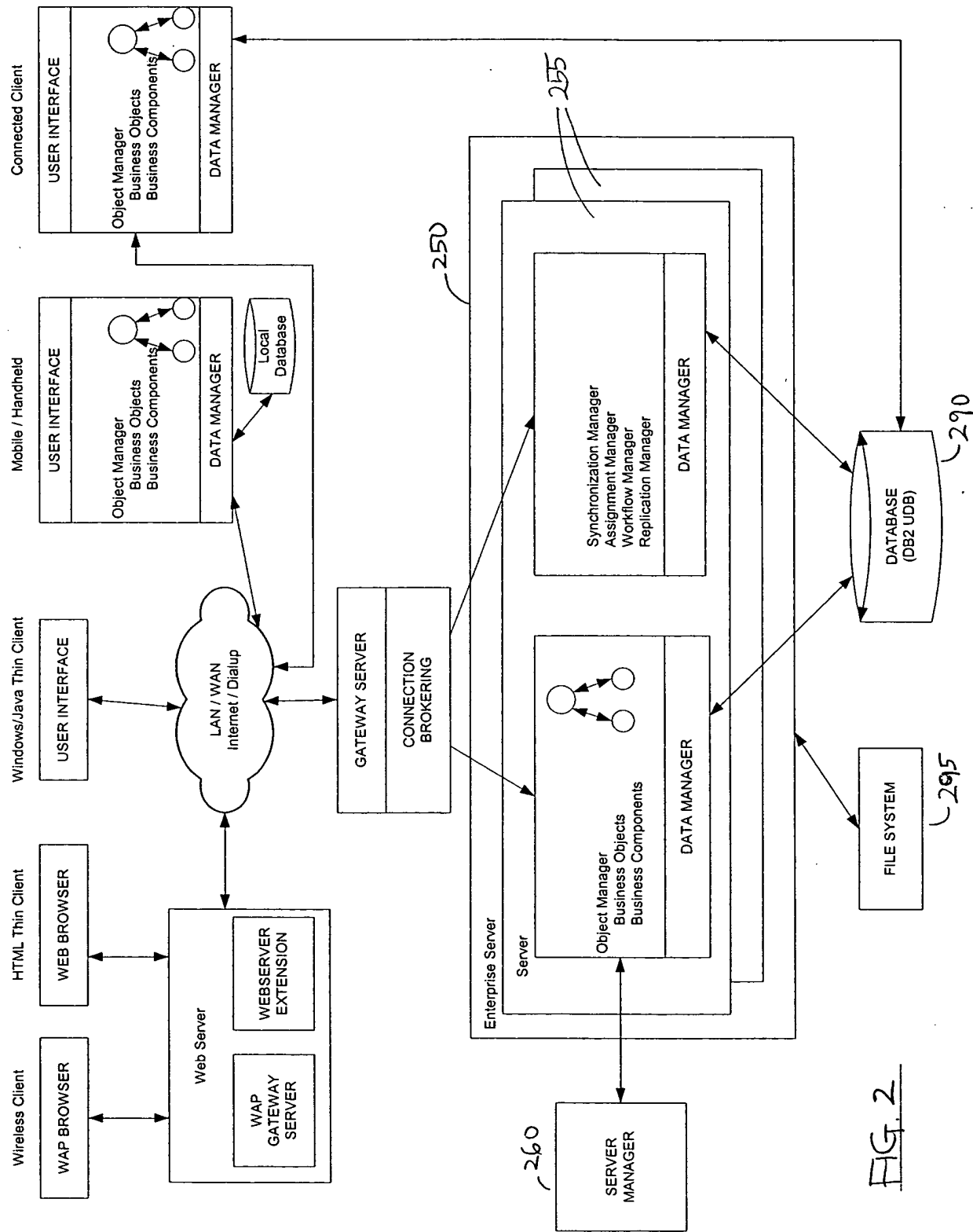


FIG. 2

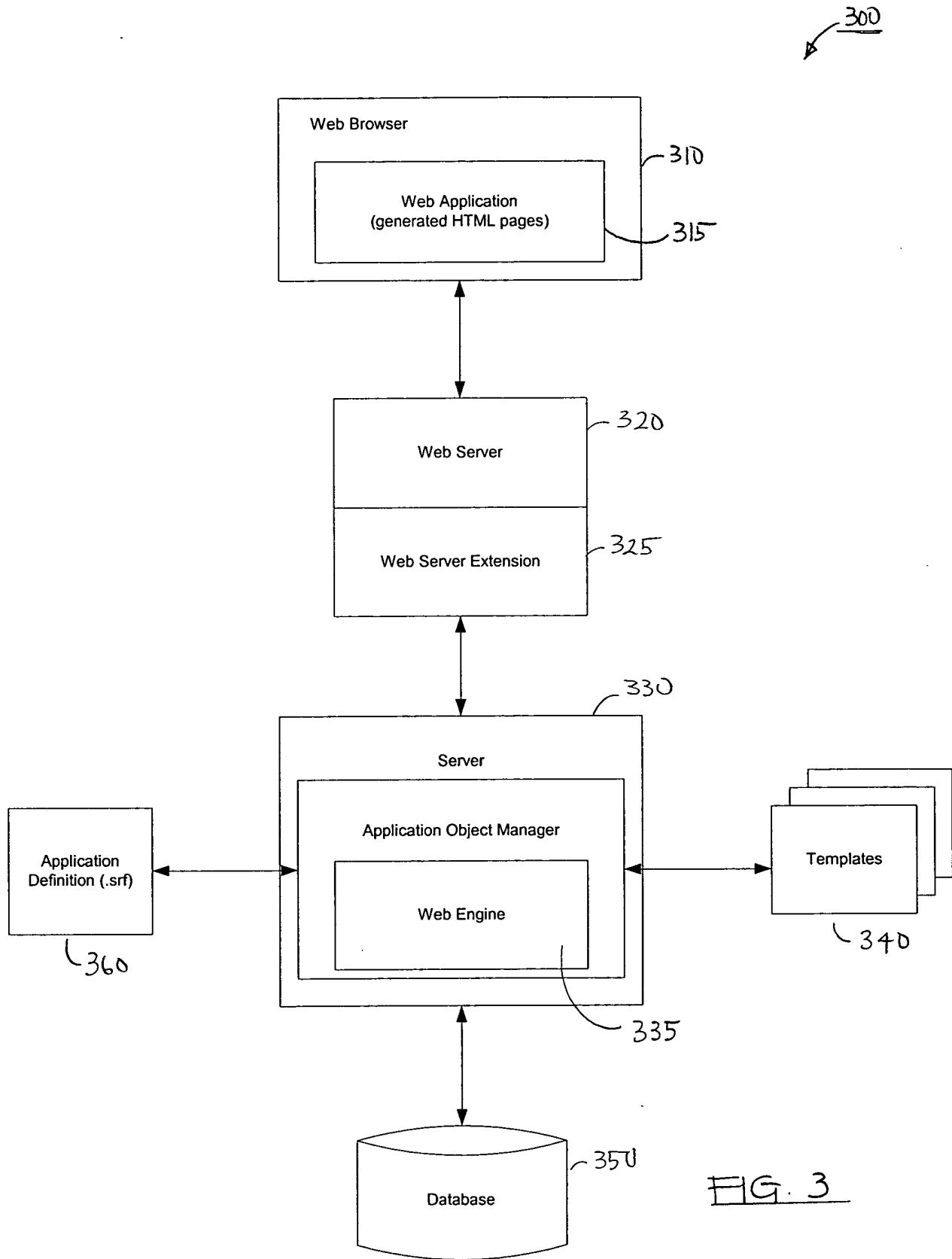


FIG. 3

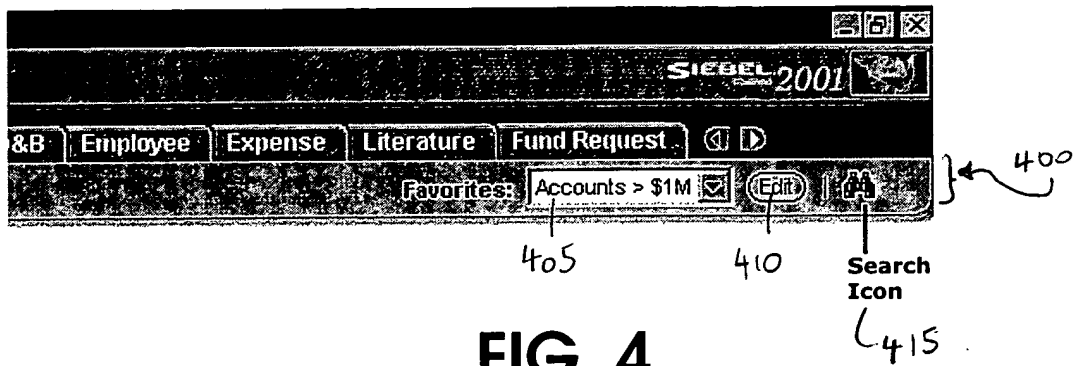


FIG. 4

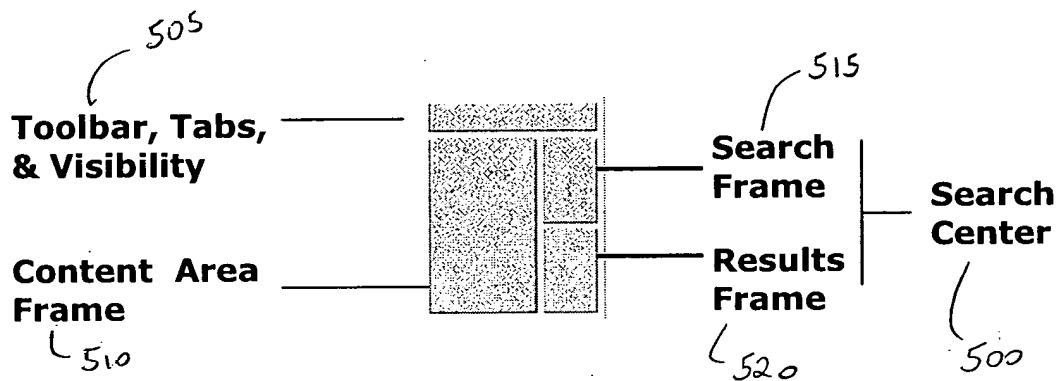


FIG. 5

FIG. 4

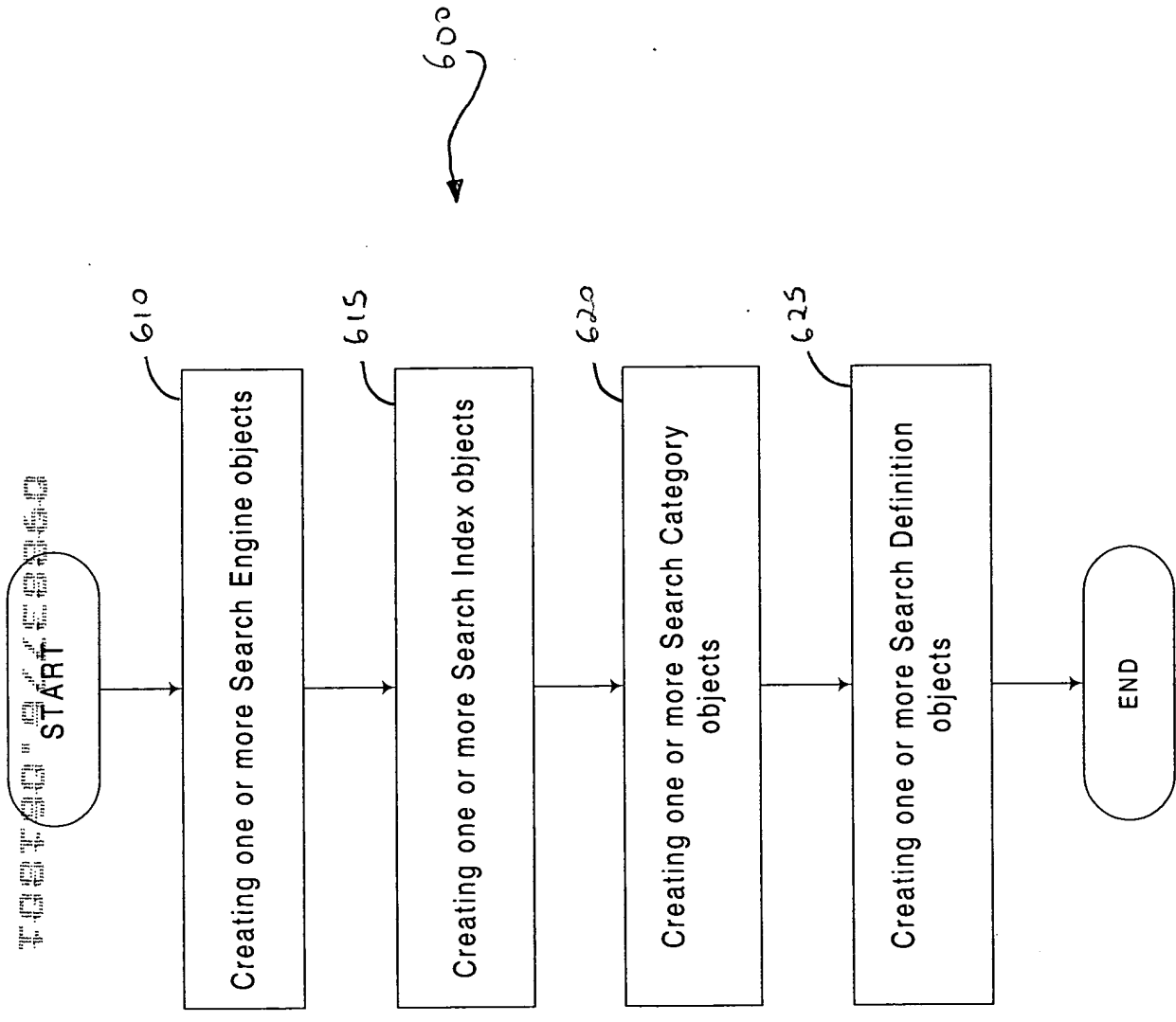


FIG. 6

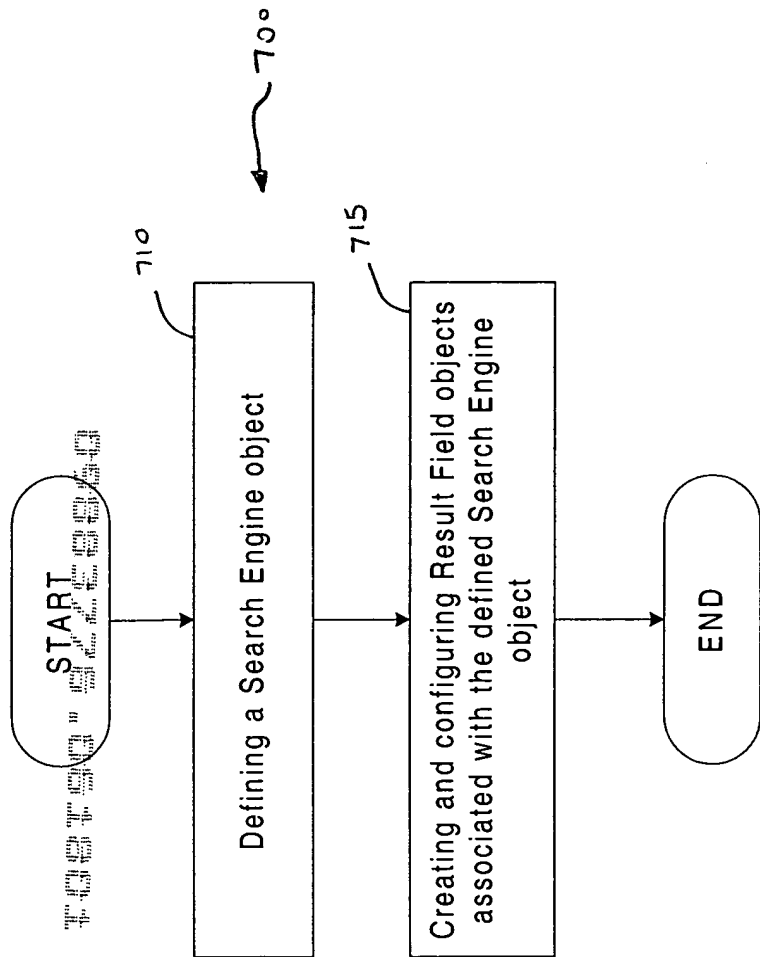


FIG. 7

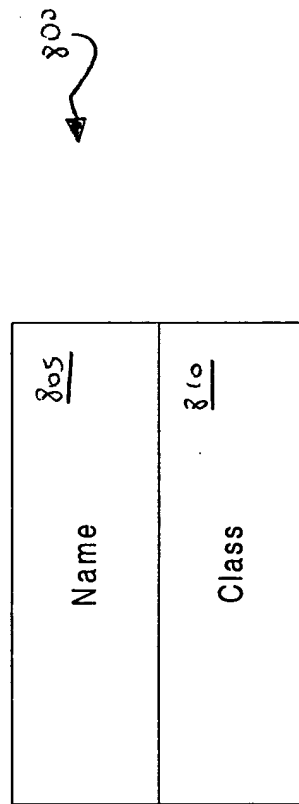


FIG. 8

FIG. 9 is a schematic diagram of a database table structure.

<u>905</u>	Column Name
<u>910</u>	Create Column Flag (Optional)
<u>915</u>	Data Type (Optional)
<u>920</u>	Index Mode (Optional)
<u>925</u>	Name
<u>930</u>	Text Length (Optional)
<u>935</u>	Type

900

FIG. 9

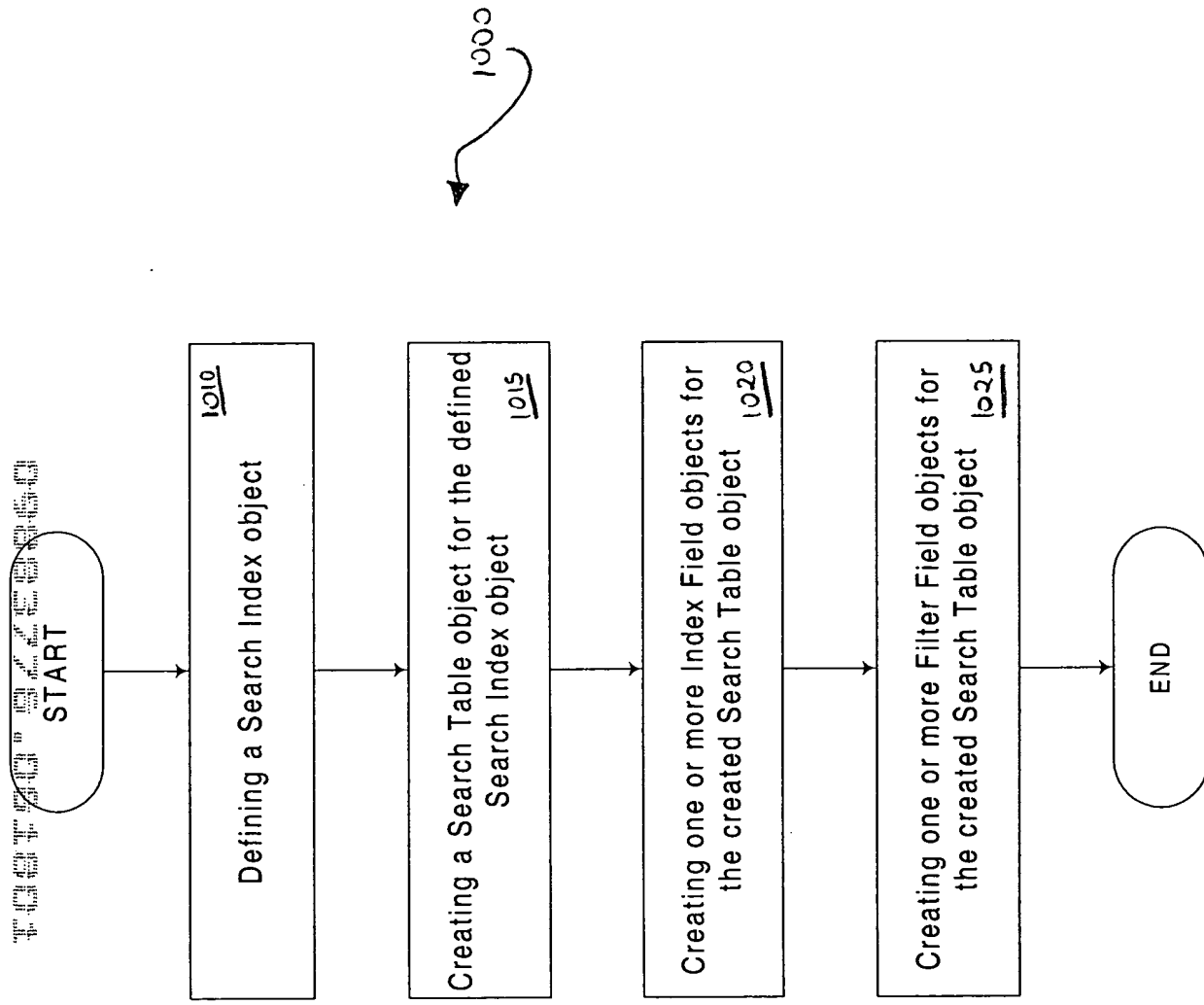


FIG. 10

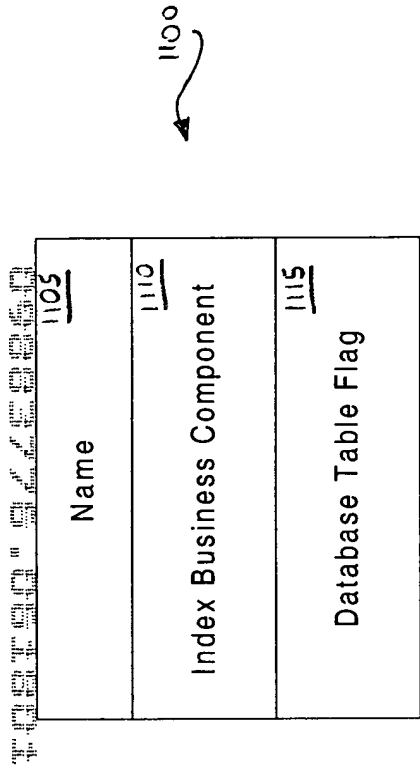


FIG. 11

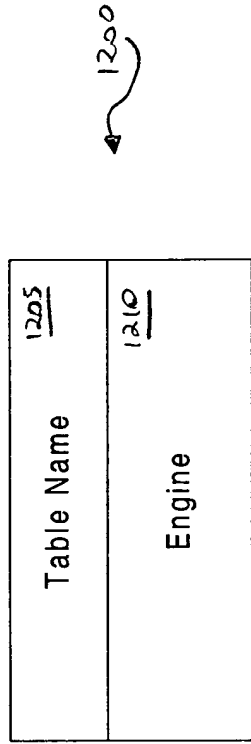


FIG. 12

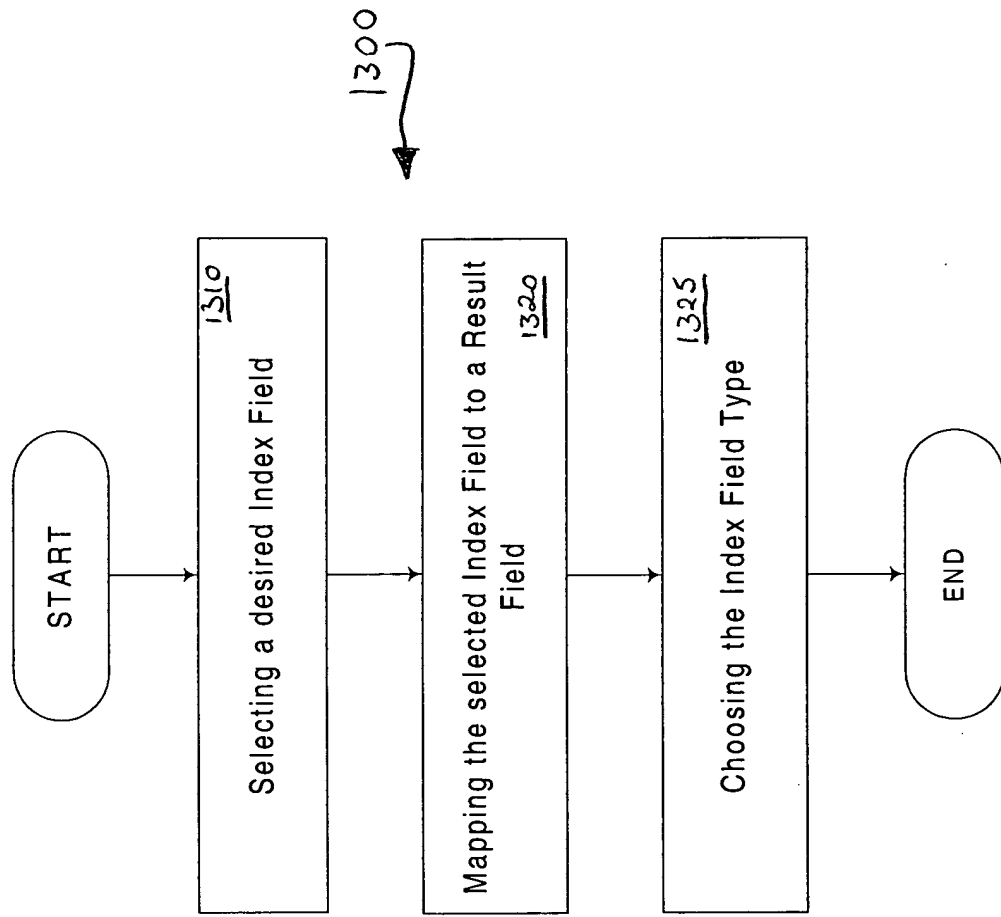


FIG. 13

<u>1410</u> Business Component Field
<u>1415</u> Result Field (Optional)
<u>1420</u> Index Field Type (Optional)
<u>1425</u> Sequence

1400

FIG. 14A

<u>1455</u> Name
<u>1460</u> Column Name
<u>1465</u> Data Type (Optional)
<u>1470</u> Index Mode (Optional)
<u>1475</u> Sequence
<u>1480</u> Text Length (Optional)

1450

FIG. 14B

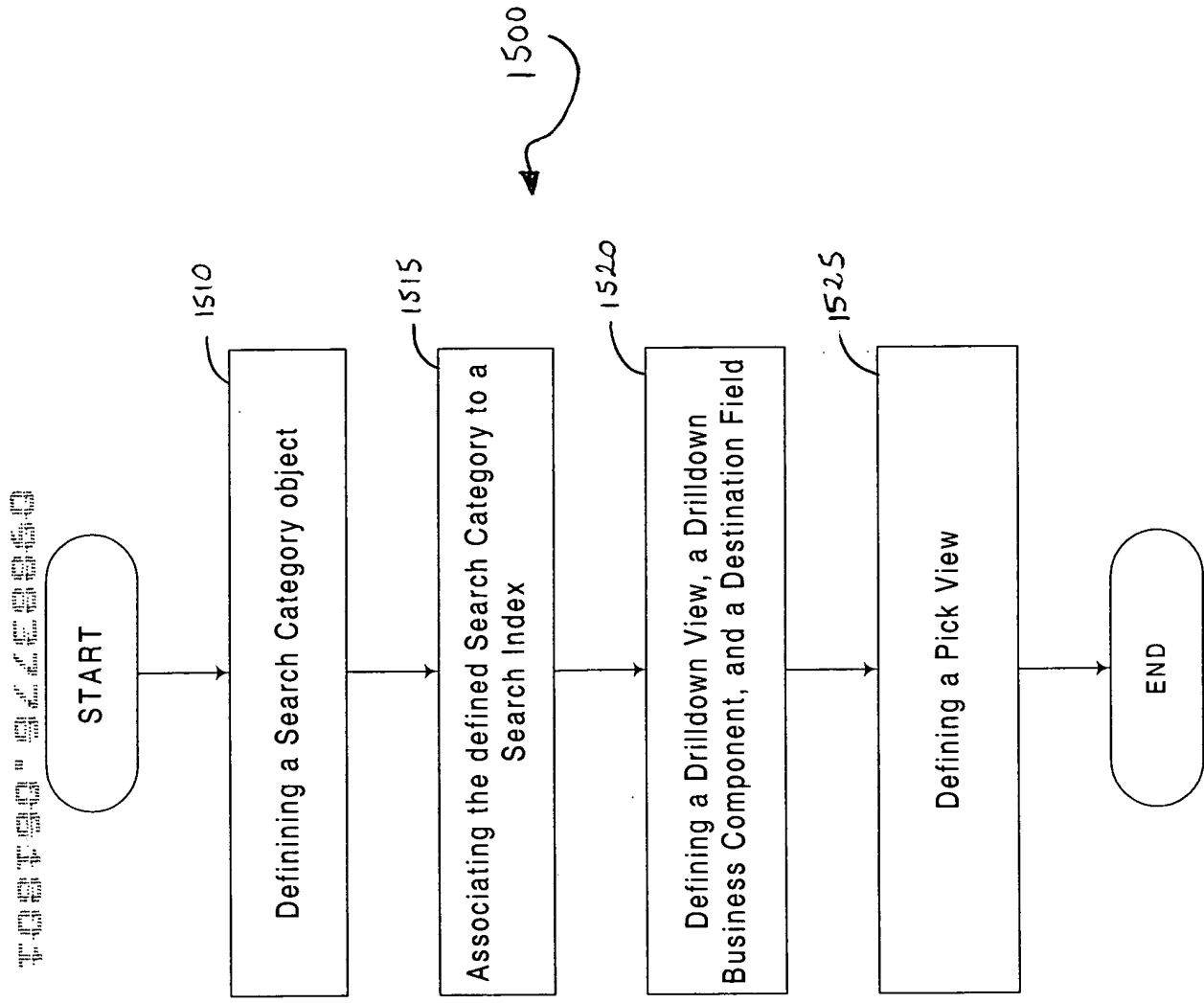


FIG. 15

Drilldown View Search Index

Name	<u>1605</u>
Search Index	<u>1610</u>
Drilldown Business Component (Optional)	<u>1615</u>
Drilldown View (Optional)	<u>1620</u>
Result Identifier (Optional)	<u>1625</u>

1600

FIG. 16

FIG. 17

Applet	<u>1705</u>
View	<u>1710</u>
Name	<u>1715</u>
Destination Field (Optional)	<u>1720</u>

1700

FIG. 17

FIG. 18 is a flowchart of a method for creating a search definition.

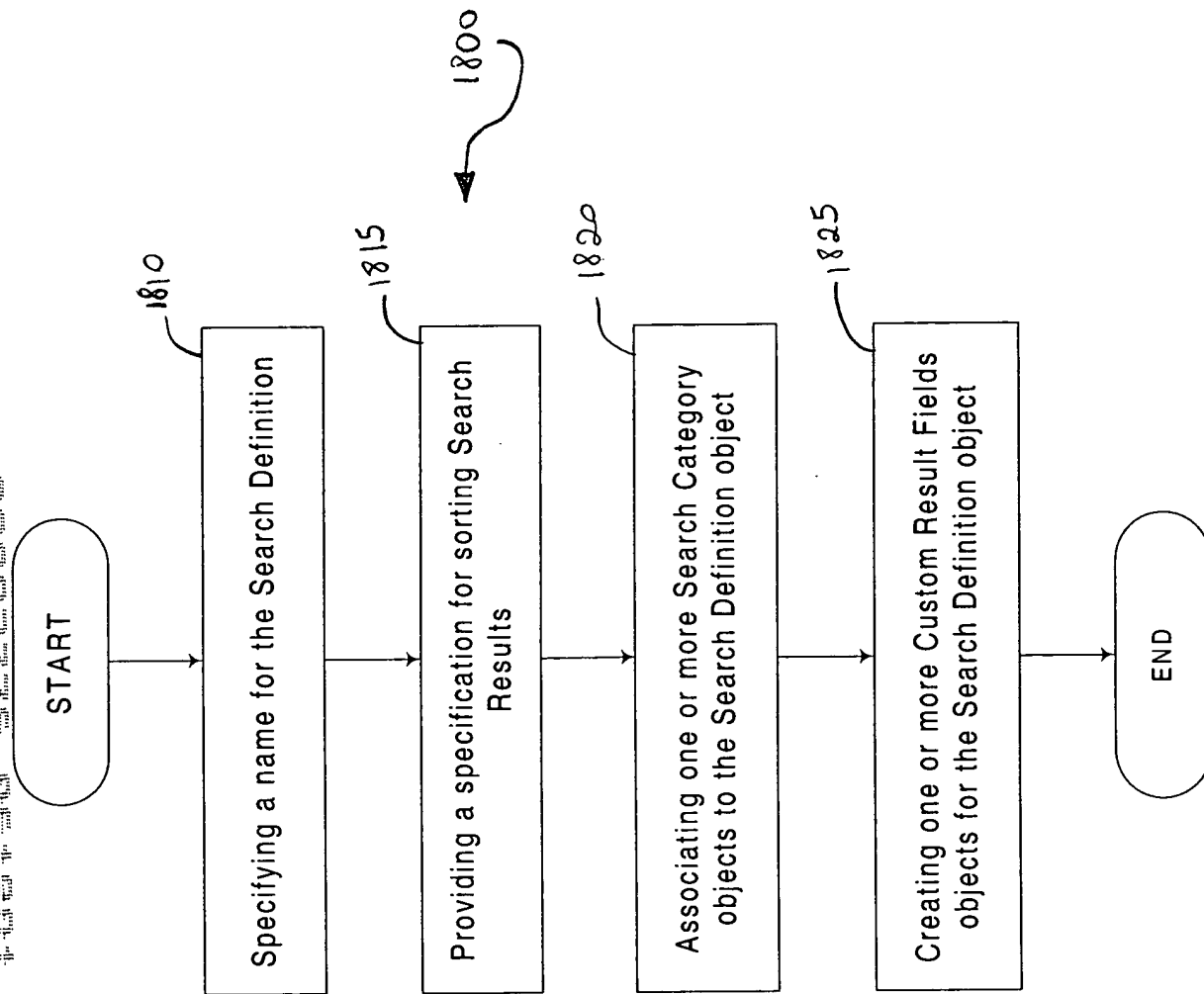


FIG. 18

Name	<u>1905</u>
Display Name	<u>1910</u>
Filter Search Specification (Optional)	<u>1915</u>
Use Filtered Search (Optional)	<u>1920</u>
Sequence (Optional)	<u>1925</u>

1900

FIG. 19

<u>2005</u> Display Name (Optional)	<u>2010</u> Display Format (Optional)	<u>2015</u> Name	<u>2020</u> Scaling Factor (Optional)	<u>2025</u> Sequence	<u>2030</u> Text Alignment (Optional)	<u>2035</u> Use in Search (Optional)	<u>2040</u> Visible (Optional)	<u>2045</u> Width (Optional)
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2000

FIG. 20

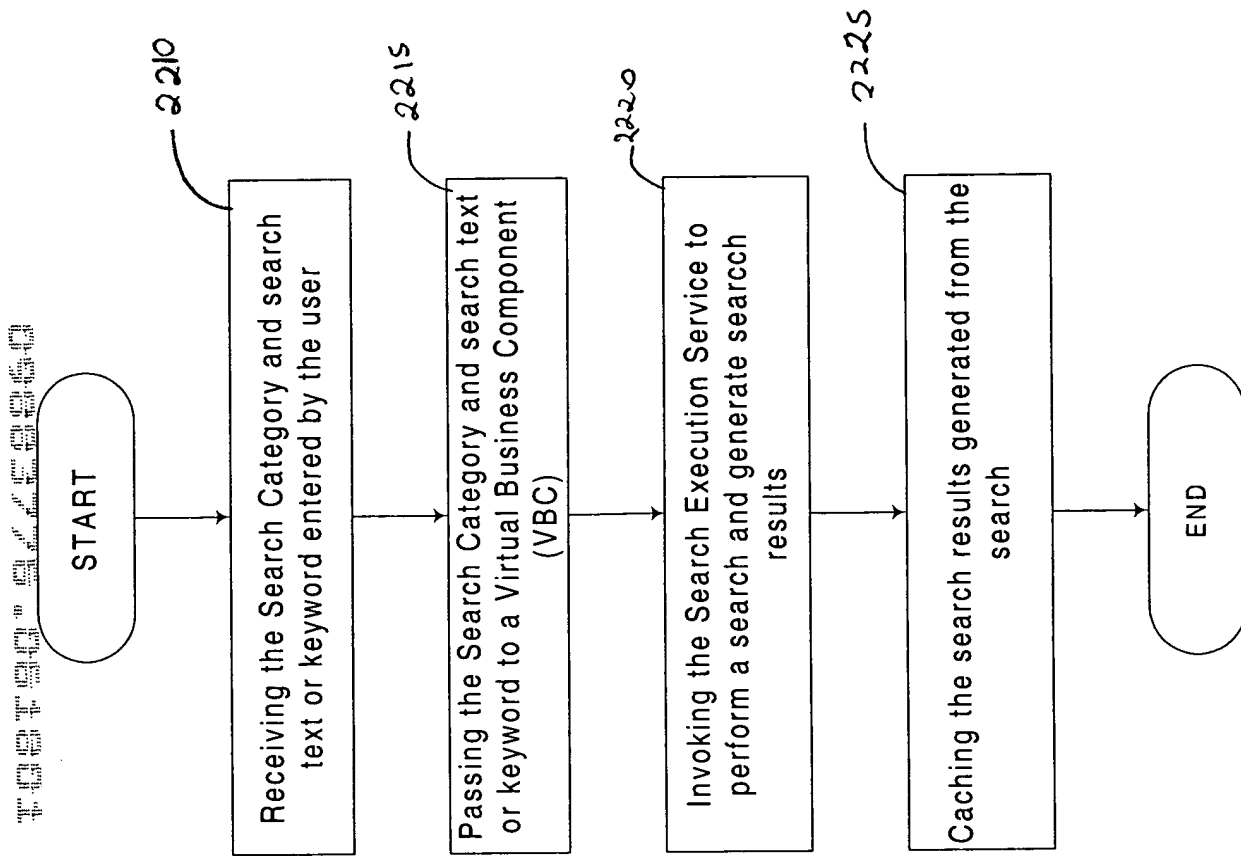
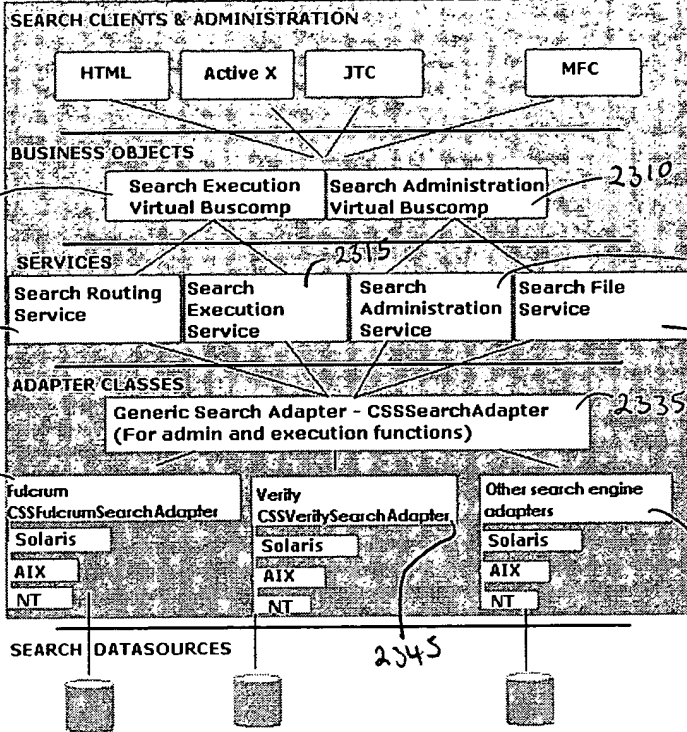


FIG. 22

RUNTIME OBJECTS



DESIGN TIME OBJECTS

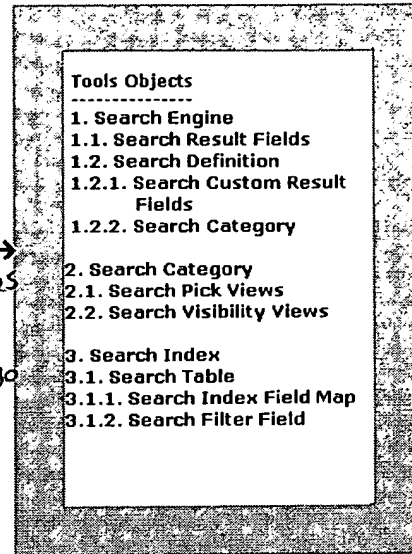


FIG. 23

Search Close Button

Look for: 2410
 2405

Last Name:	<input type="text"/>	<input type="text" value="Gorman"/>	} 2415A 2415B 2415C 2415D 2415E
First Name:	<input type="text"/>	<input type="text" value="Richard"/>	
Division:	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

515

2420A
2420B
2420C

FIG. 24

Search Close Button

Look for: 2505

All Accounts

All Contacts

All Employees

All Opportunities

All Products

Decision Issues

Literature

Resolution Documents

Solutions

Advanced Search

2500

2510

FIG. 25

FIG. 24

Siebel Service 7.0

SIEBEL 2001

Service Activities Category Contacts Correspondence Decision Issues D&B Employee Expense Literature Fund Request

File View Help Show My Service Requests Favorites: Accounts > \$1M

Service > My Service Requests > Activity Plans

Service Request

SR #: Last Name: Date Opened:

Reference: First Name: Commit Time:

Account: Primary Phone #: Source:

Site: Email:

Search

Look for:

Last Name: Gorman

First Name: Richard

Division:

Results

Lastname	Firstname
Gorman	Richard
Gorman	Richard
Gorman	Richard

Activities

Name	Summary	Date Opened
Hard Drive Failure	24-2348, Hard Drive Failure	05/10/2000
Server Service Process	2-1CU, Server Service Process	05/29/2000
Tech Support Call	24-234A, Tech Support Call	07/08/2000

Type	Priority	Status	Description
Diagnosis	2-High	Done	Run Diagnostic software and routine peripheral utilities and inspections.
Assessment	2-High	Done	Cost Repair

00 p.m. Service Level 95 Call Center workflow meeting at 11:00 a.m. today Average Speed of Answer 0:29 Calls in Queue 23 Item 1 of 12

FIG. 26

Siebel Service 7.0

Service > My Service Requests > Activity Plans

Service Request

SR #: Last Name: Date Opened: First Name: Commit Time: Primary Phone #: Sources: Site: E-mail:

Activities

Name	Summary	Date Opened
Hard Drive Failure	24-234B, Hard Drive Failure	05/10/2000
Server Service Process	2-1CU, Server Service Process	05/29/2000
Tech Support Call	24-234A, Tech Support Call	07/08/2000

Activities

Type	Priority	Status	Description
Diagnosis	2-High	Done	Run Diagnostic software and routine peripheral utilities and inspections.
Assessment	2-High	Done	Cost Repair

Search

Look for: Advanced Search

Keywords: hard drive

Inc:

- ☒ Solutions
- ☒ Service Requests
- ☒ Literature
- ☒ Activities

Results

Type	Summary
Literature	Repairing the WD-26001 Hard Drive
Literature	2-1 CU, Server Service Process
Literature	50241, WD-26001 Hard Drive
Service Request	24-234B, Tech Support Call
Service Request	24-234A, Tech Support Call
Solution	2-1 CU, Server Service Process

00 p.m. Service Level 95 Call Center workflow meeting at 11:00 a.m. today Average Speed of Answer 0:23 Calls in Queue 2? Absent 11 of 12 In Queue 00:00:14 Item 1 of 2

FIG. 27

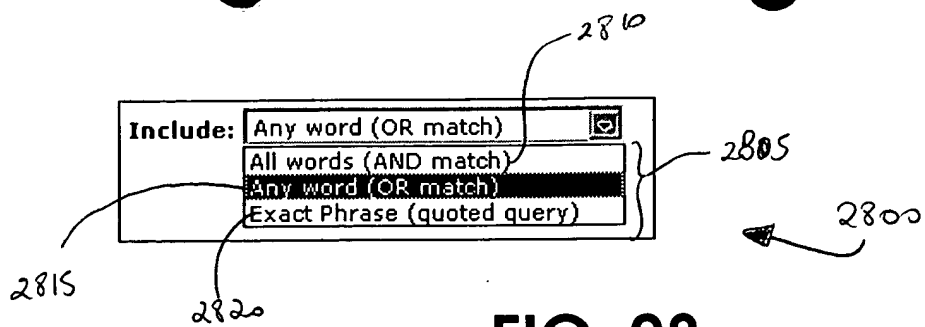


FIG. 28

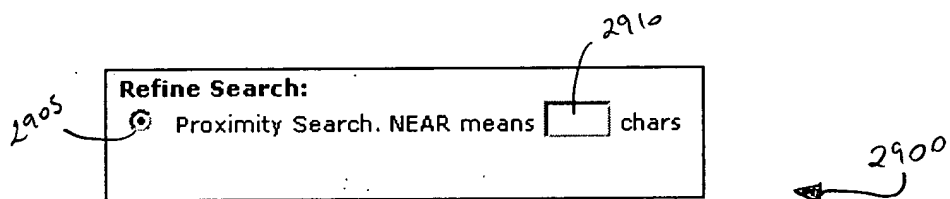


FIG. 29

http://smqalini42/calcenter/start.swe - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Address http://smqalini42/calcenter/start.swe

File Edit View Go Query Help Ken Dash... Search... Site Map Help Profile Logout

Home Accounts Activities Agreements Assets Calculators Communications Contacts Decision Issues Open Orders

Show: Search Indices

Search Indices:

Index Settings

Find No Records

Name	Description	Language	Delete
Default Setting		ENU	

Index Refresh Refresh All No Records

Name	Index Buscomp	Table Name	Exists	External Location	Index Status	Save
Auction Item	Auction Item Detail	FUL_AUCT			205 Records Indexed 0 Records Not Indexed	
Catalog Category	Catalog Category	FUL_CAT	✓		45 Records Indexed 0 Records Not Indexed	
Decision Issue	Decision Issue	FUL_DEC	✓		15 Records Indexed 1 Records Not Indexed	
Document		FUL_EXTDOC	✓	ISMQALINI42D\Wad\search_docs	5 Records Indexed 4 Records Not Indexed	
Literature	Sales Tool	FUL_LIT	✓		173 Records Indexed 0 Records Not Indexed	
Product	Internal Product	FUL_PROD	✓		8 Records Indexed 8 Records Not Indexed	
Resolution Documents	SR Resolution Item	FUL_RESDOC	✓			

Done

Start Network... Inbox... http://... FW: Po... Queue... D:\poe... Local intranet

8:12 PM

FIG. 30

3000

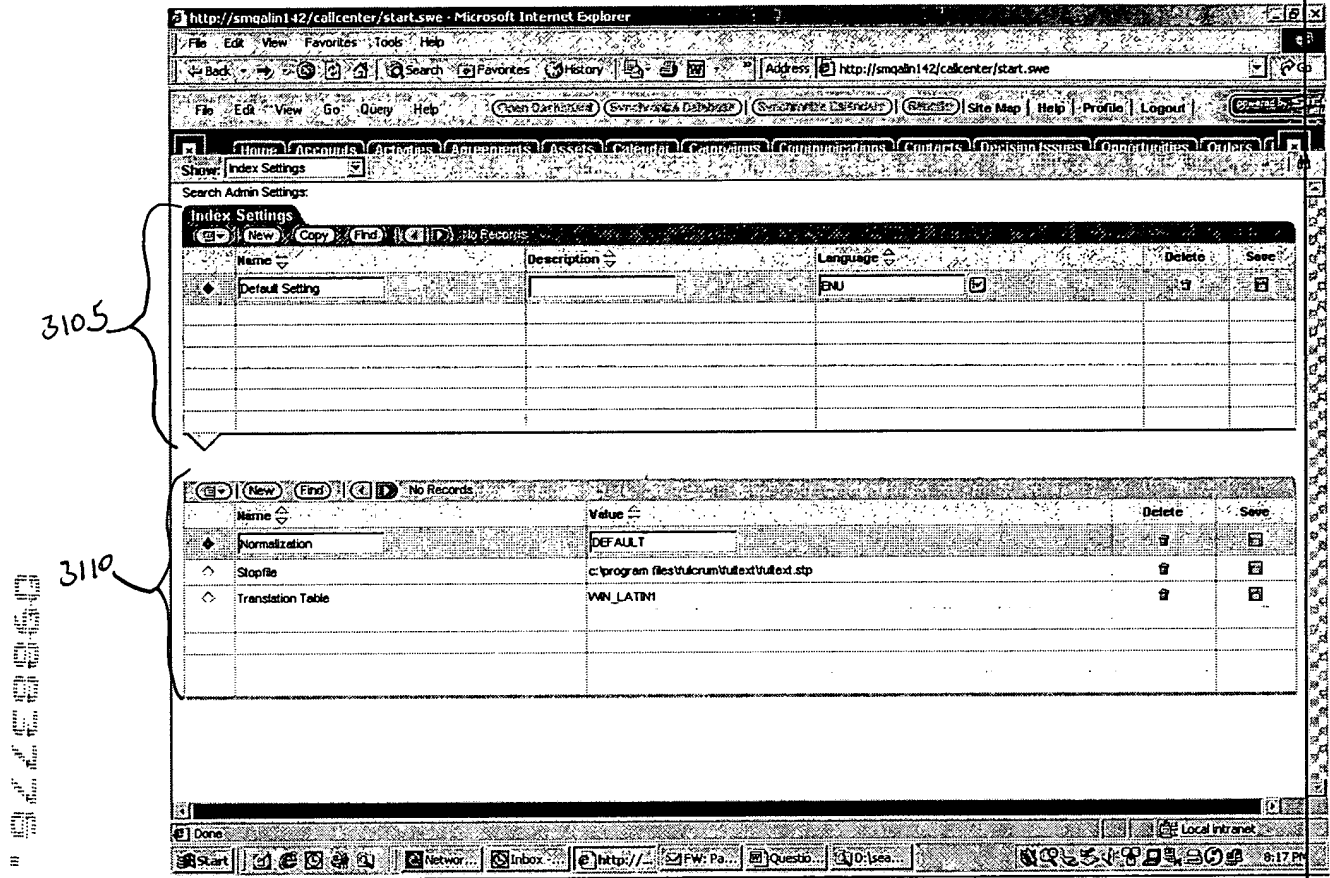


FIG. 31

3100

3200

3205

3210

3220

FIG. 32

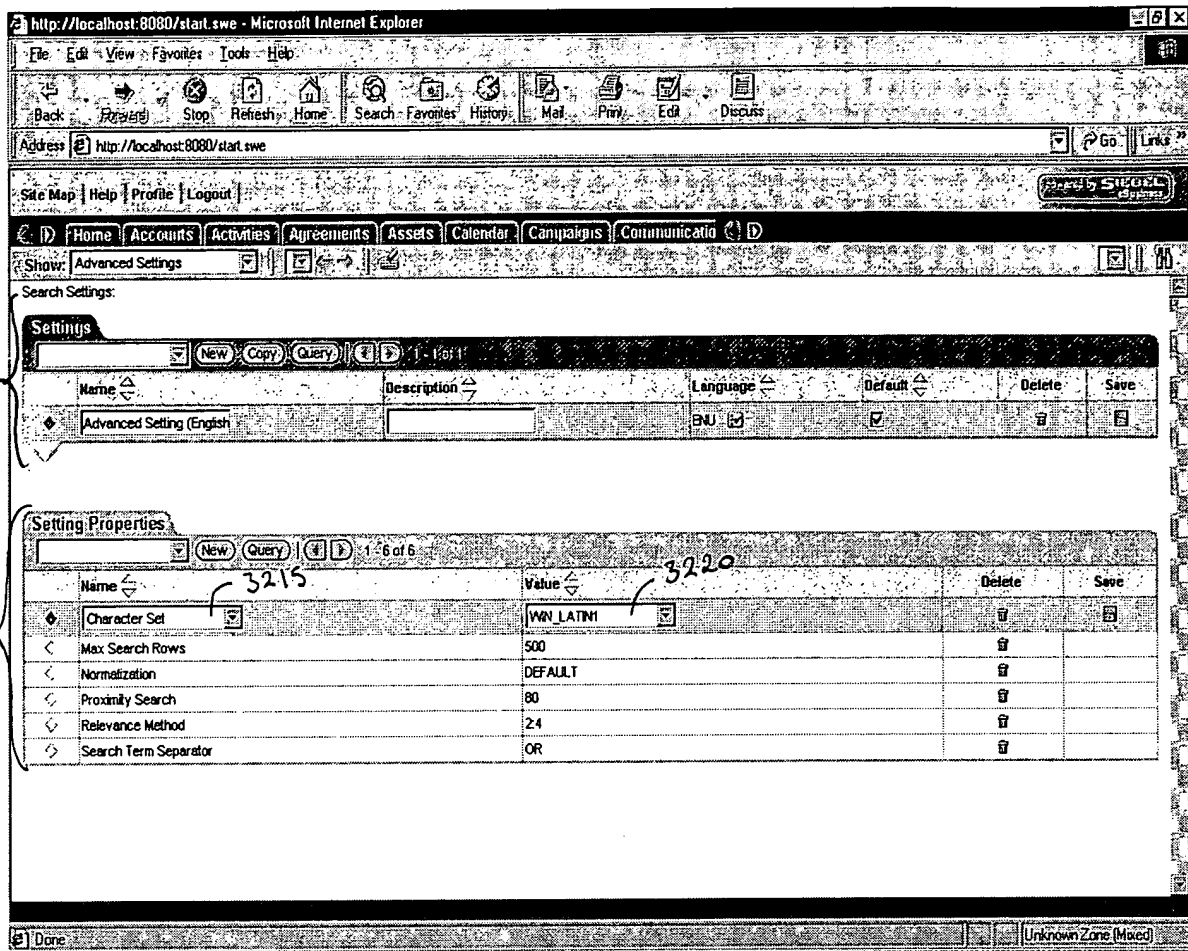


FIG. 32

FIG. 33

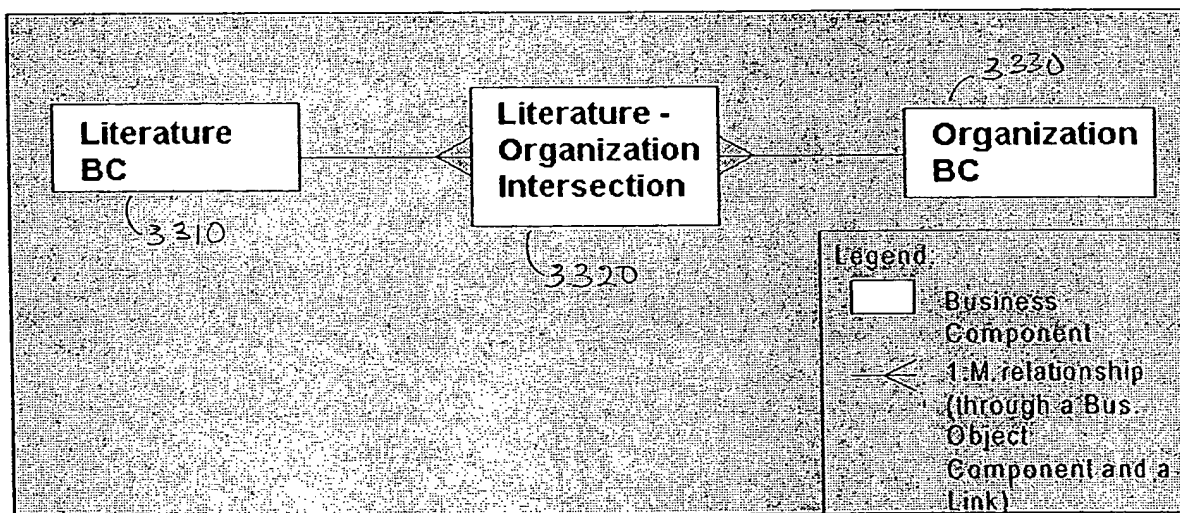


FIG. 33

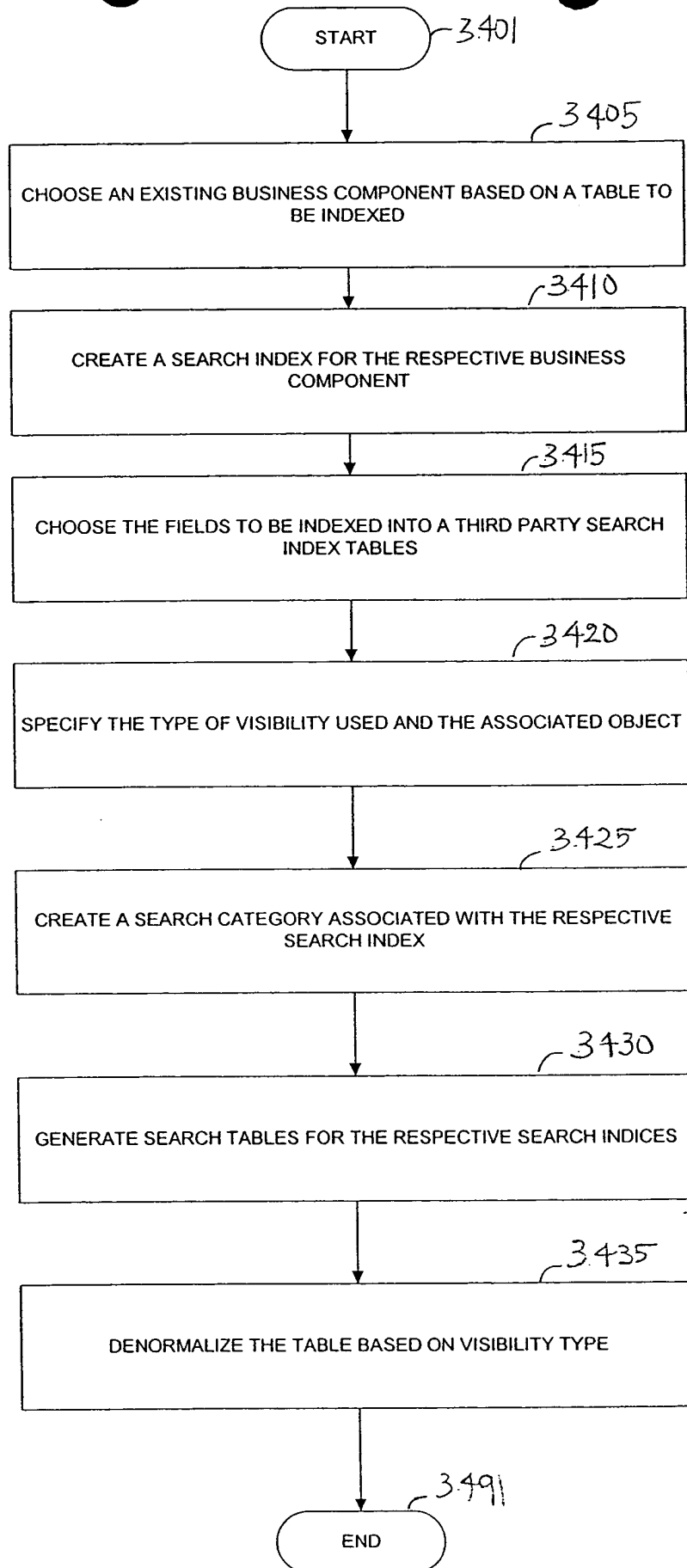


FIG. 34

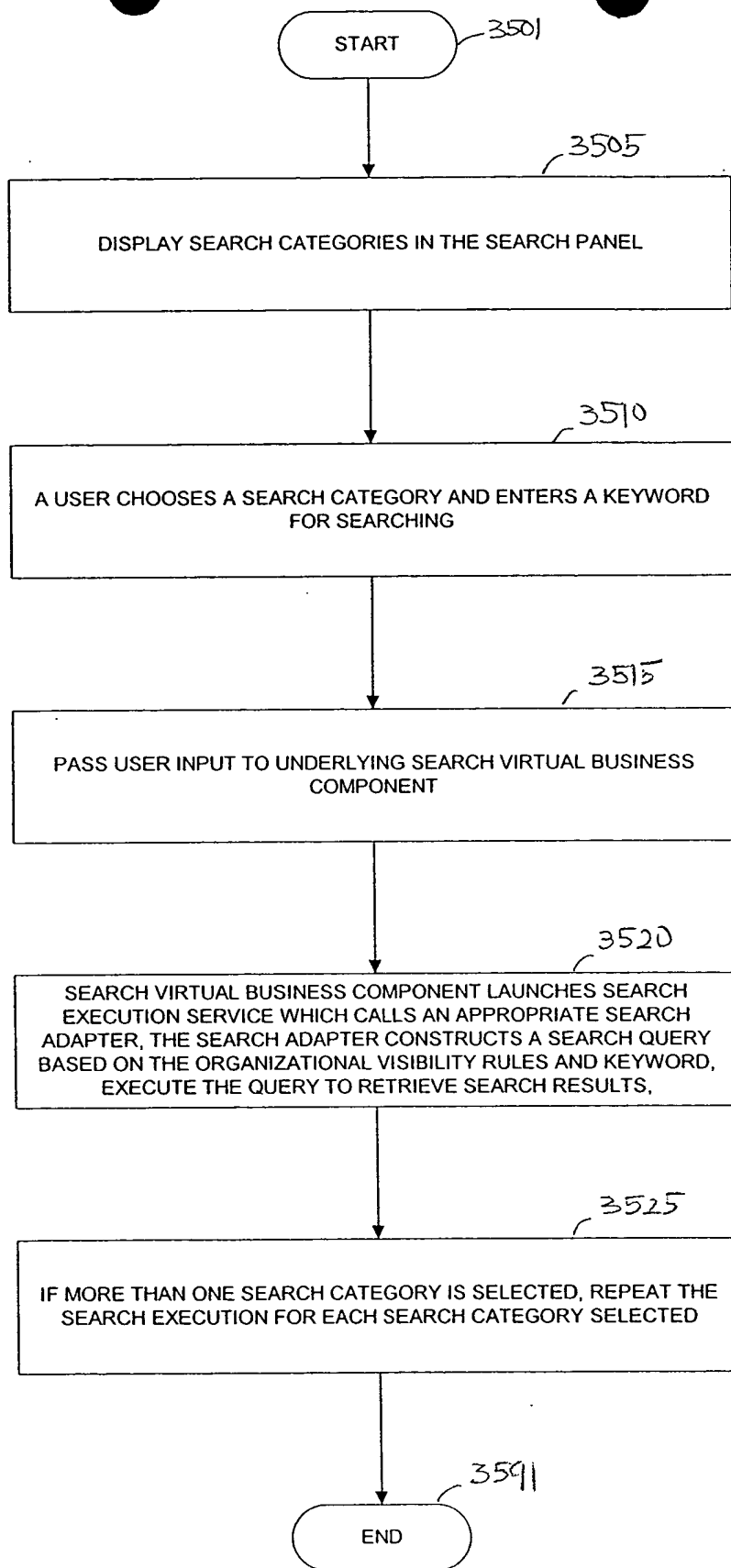
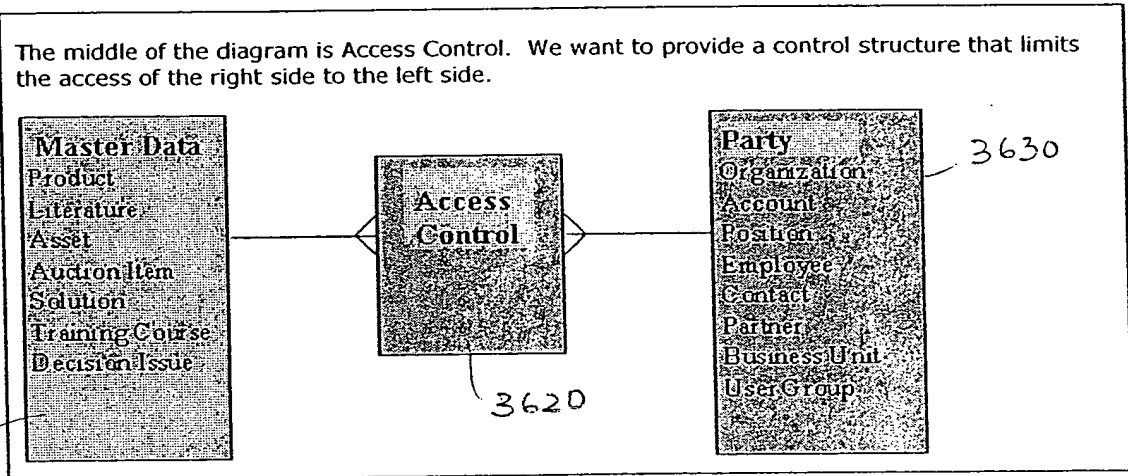


FIG. 35

3600



3610

3630

FIG. 36

FIG. 37

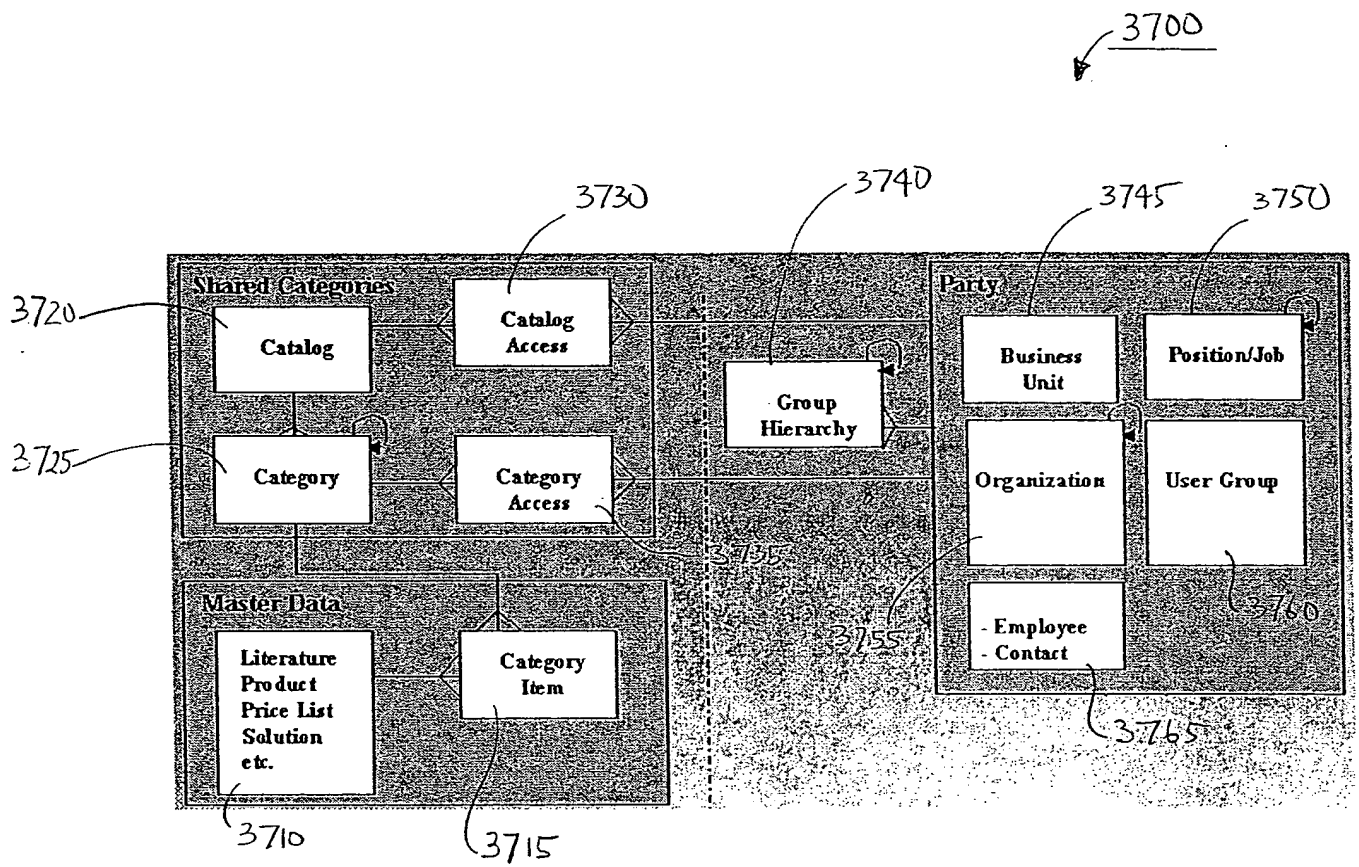


FIG. 37

FIG. 38

3800

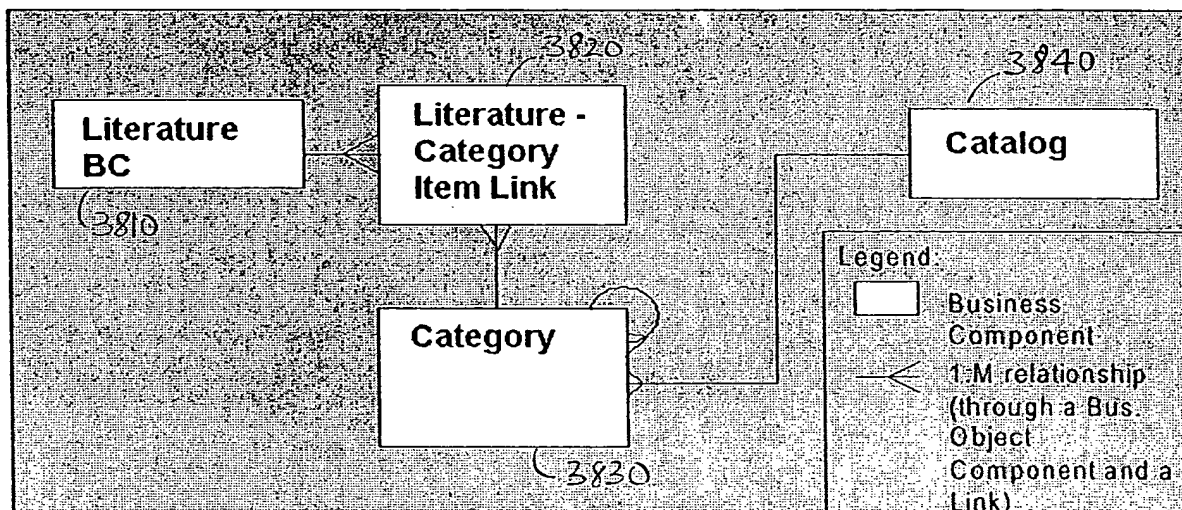


FIG. 38

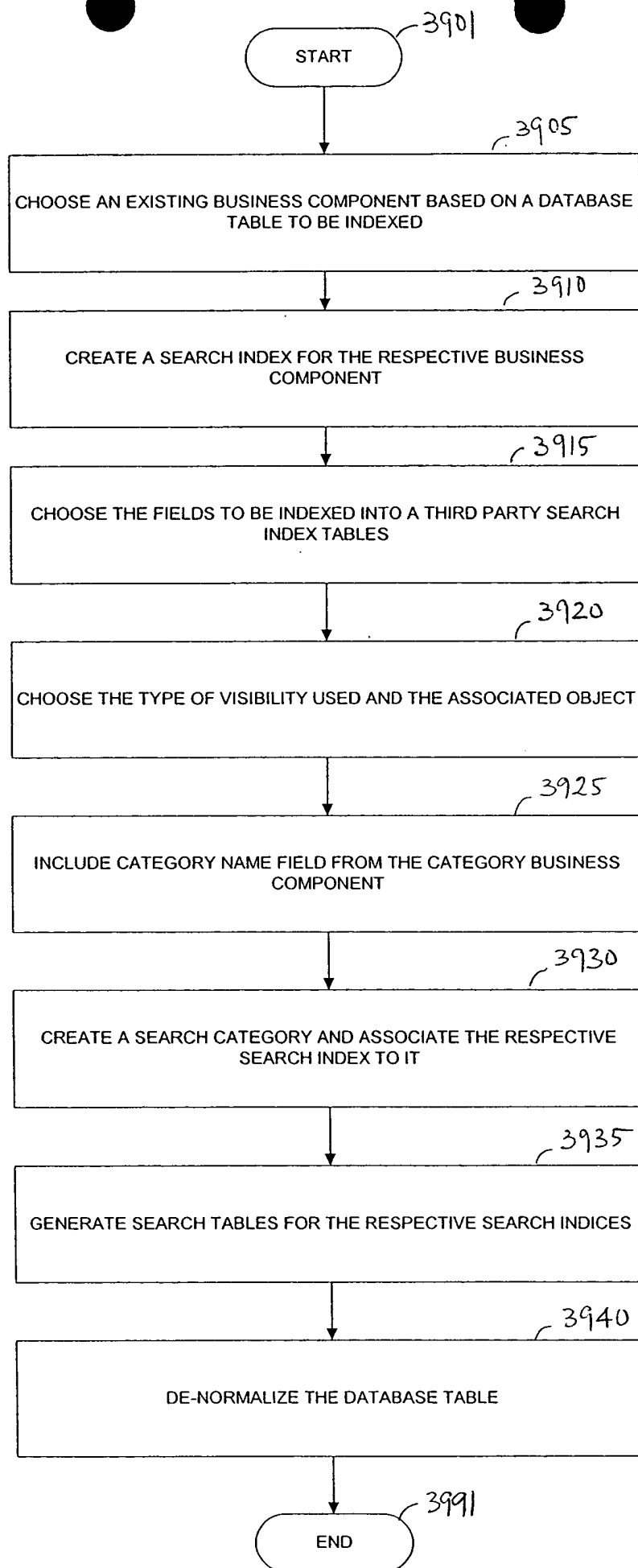
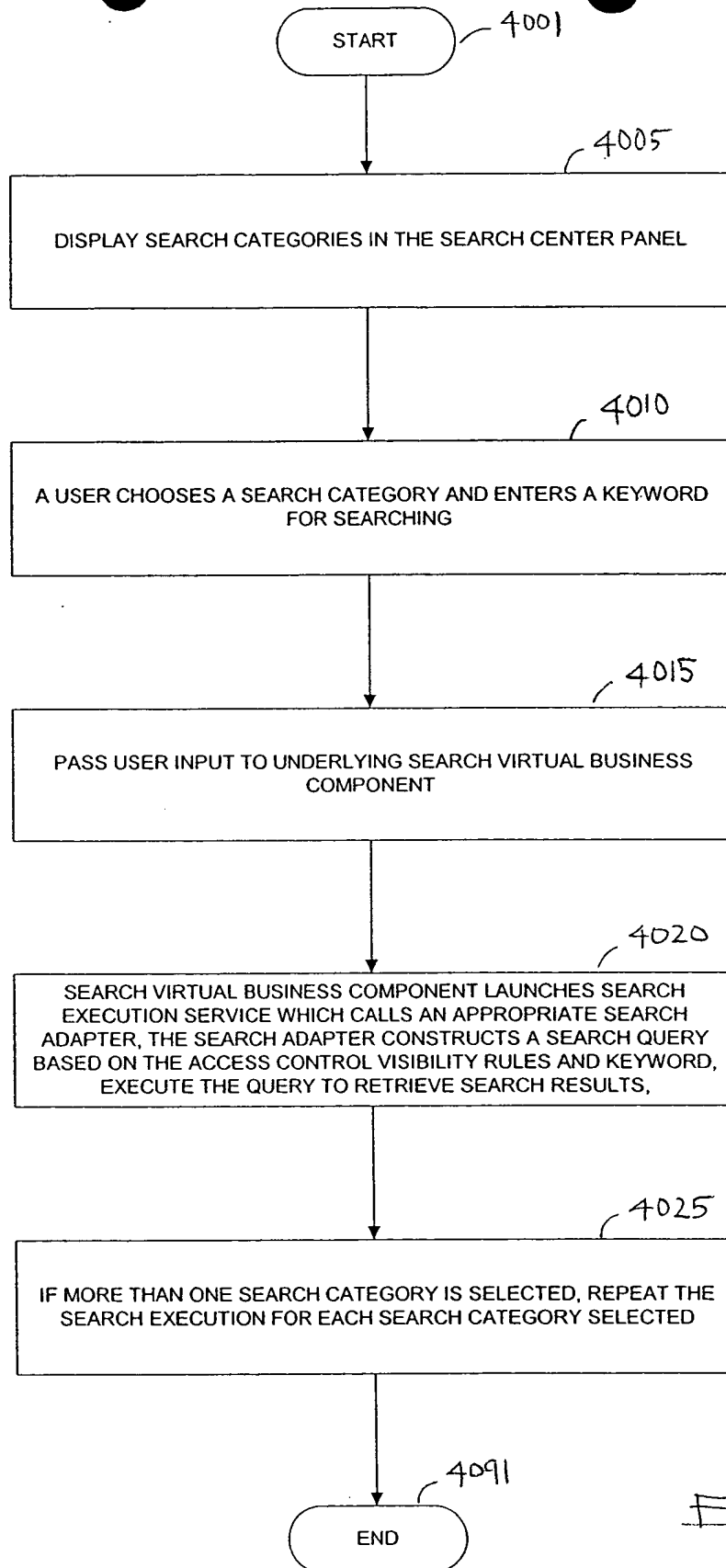


FIG. 39

FIG. 40



4000

FIG. 40

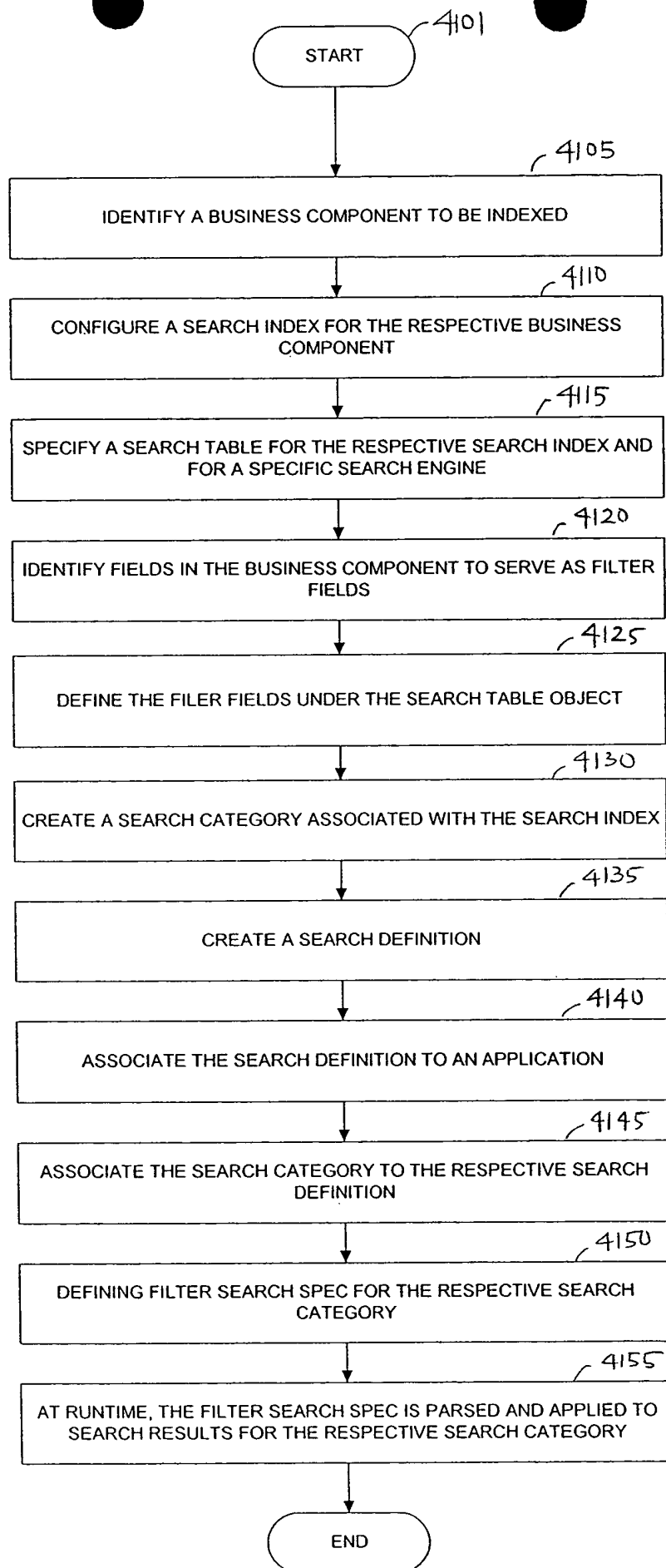


FIG. 41

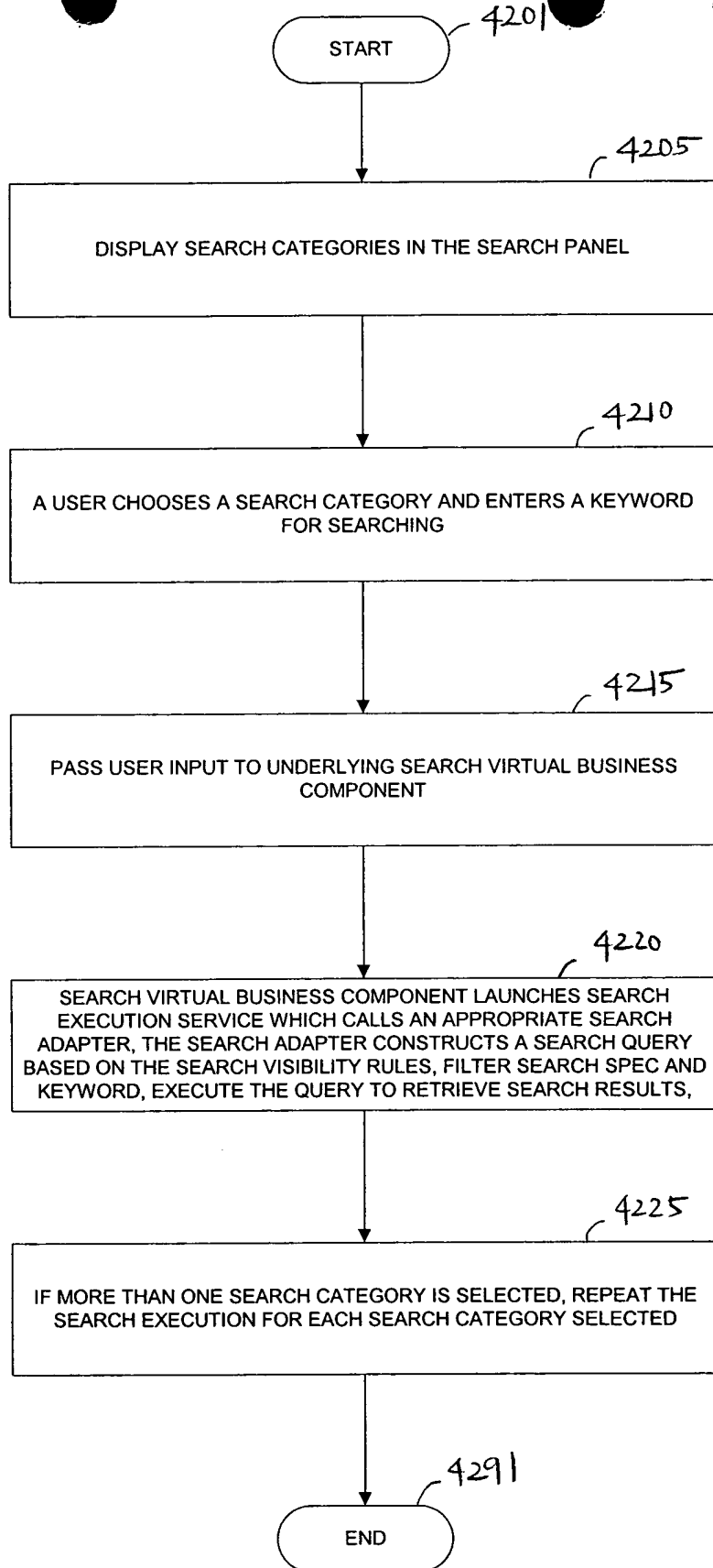


FIG. 42

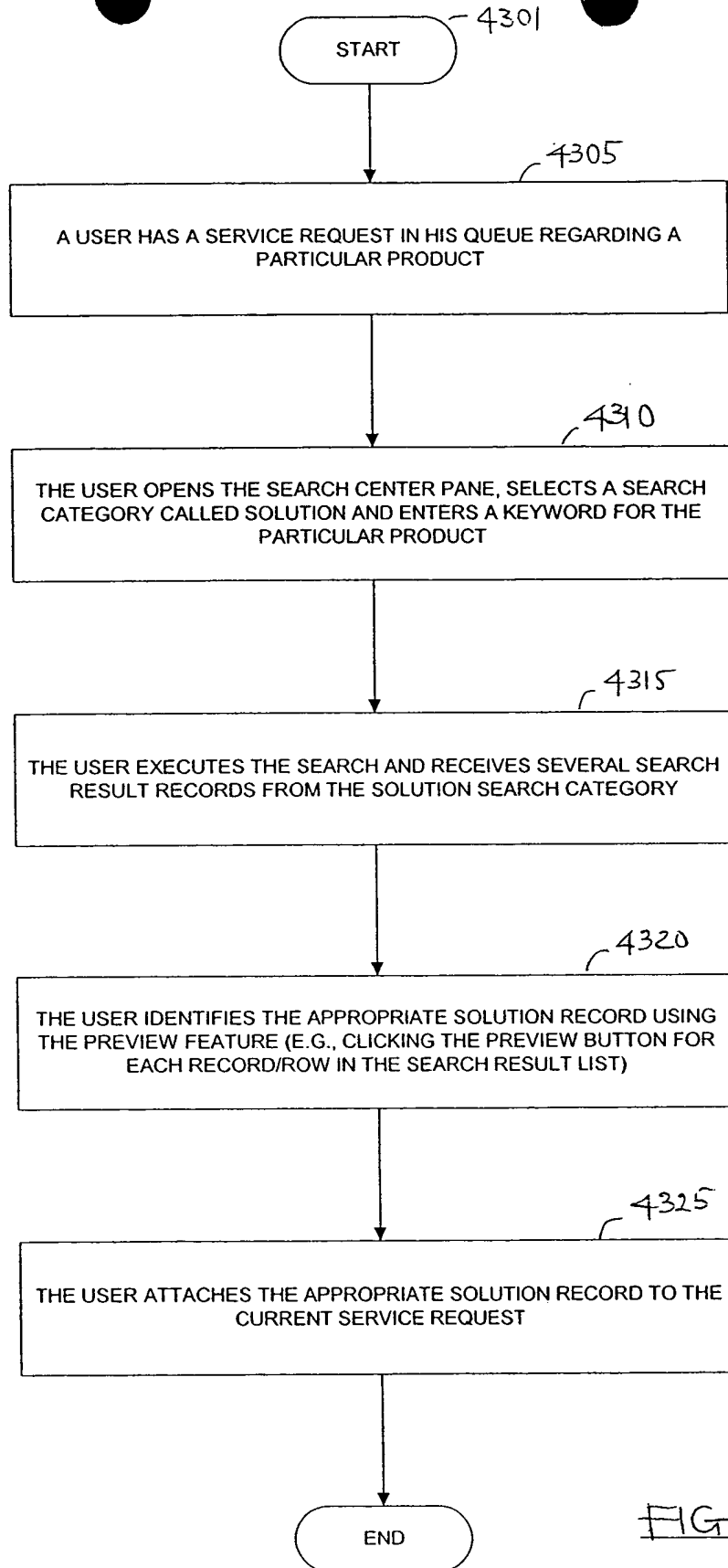
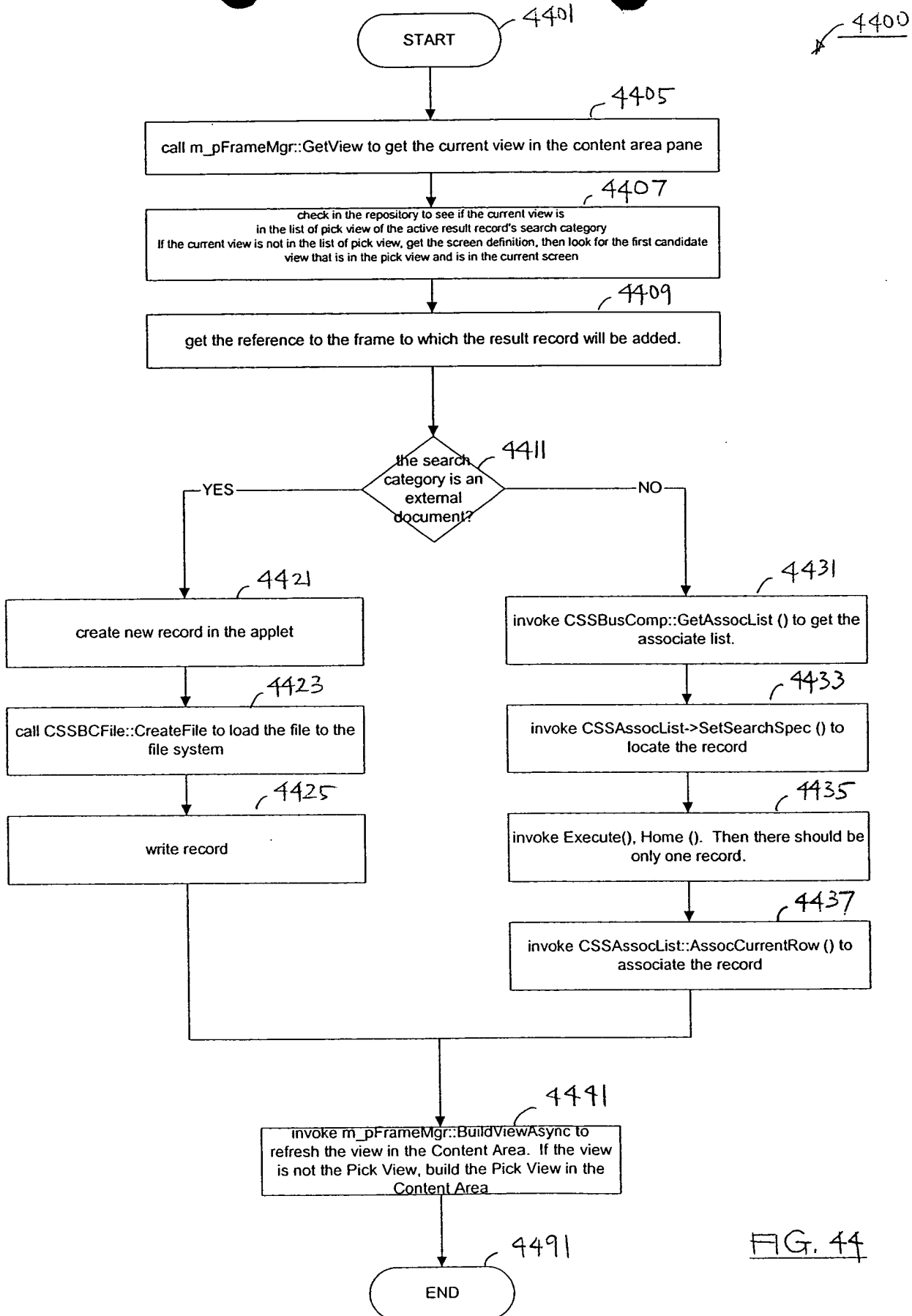


FIG. 43

4400 4405 4407 4409 4411 4421 4423 4425 4431 4433 4435 4437 4441 4491



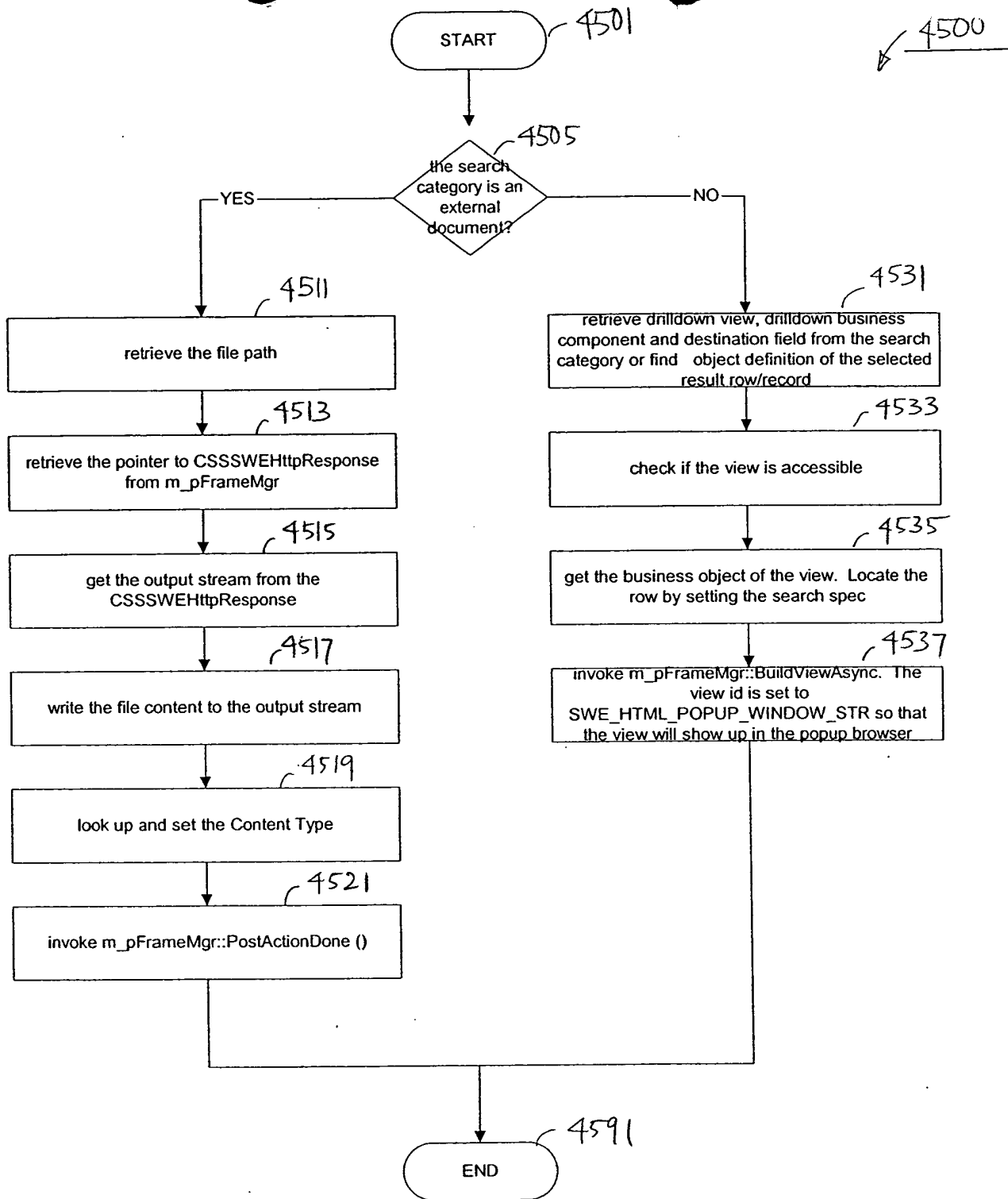


FIG. 45

4600

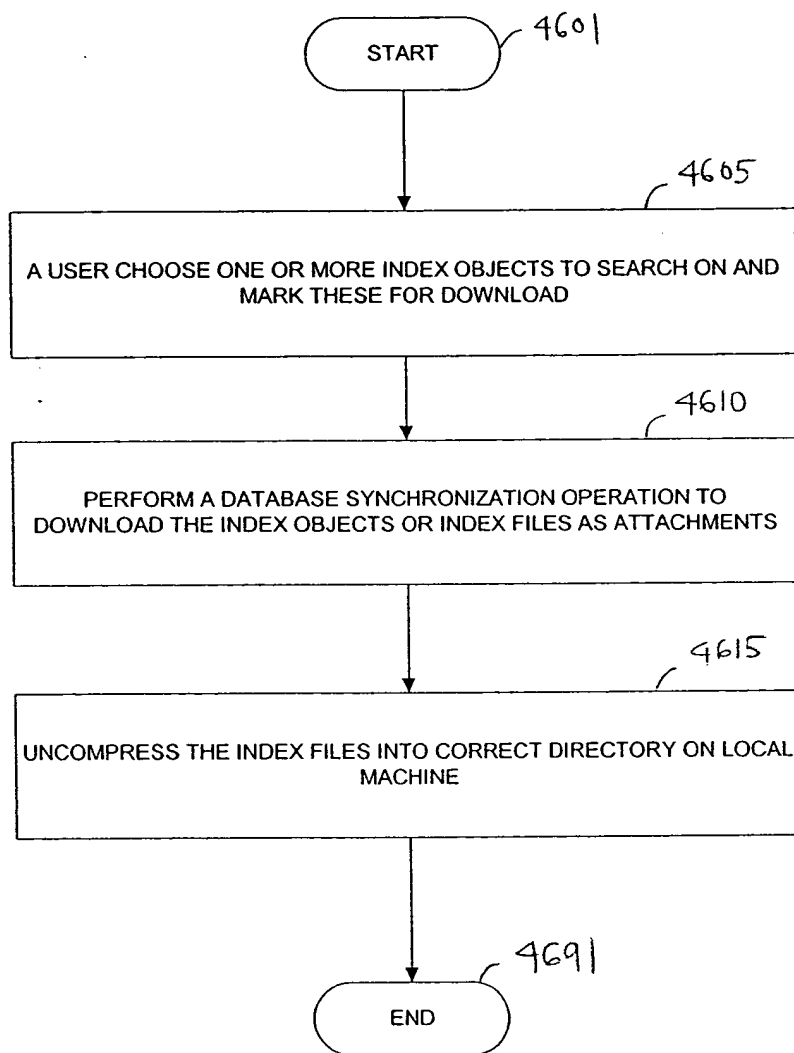


FIG. 46

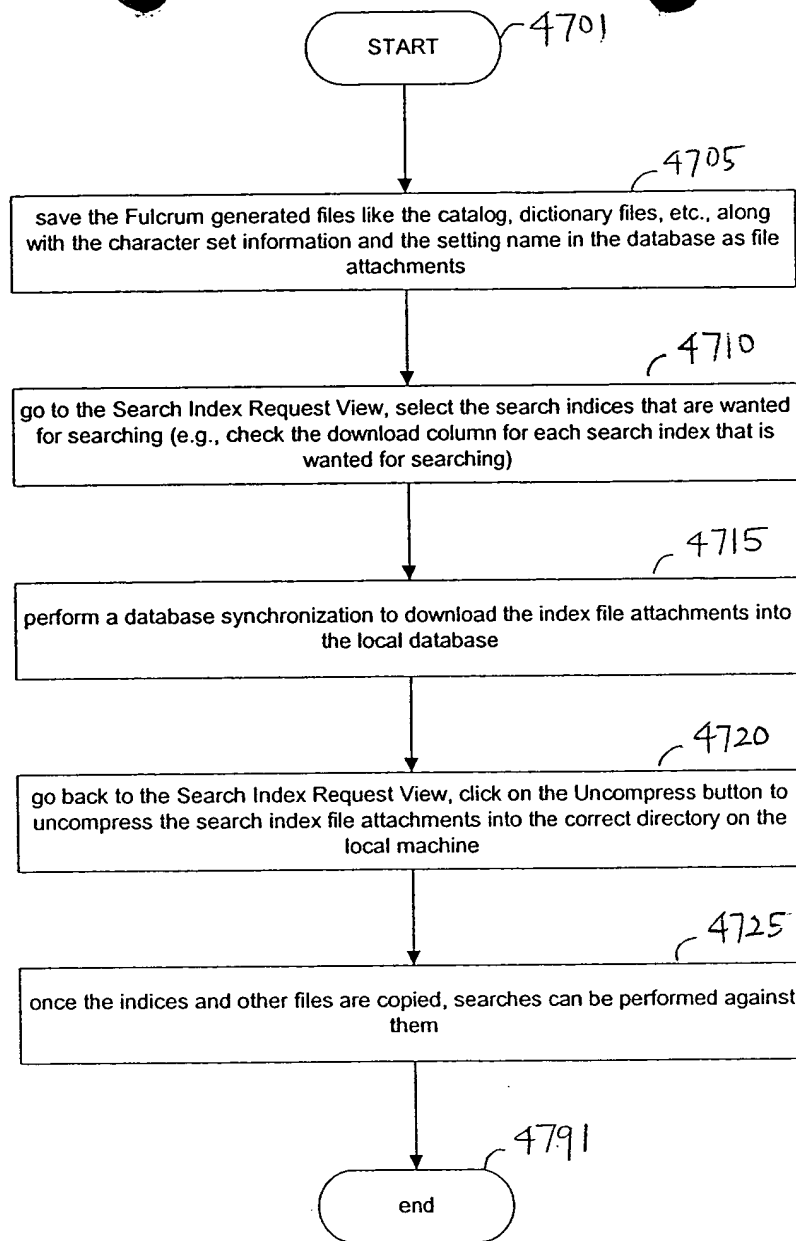


FIG. 47

4800

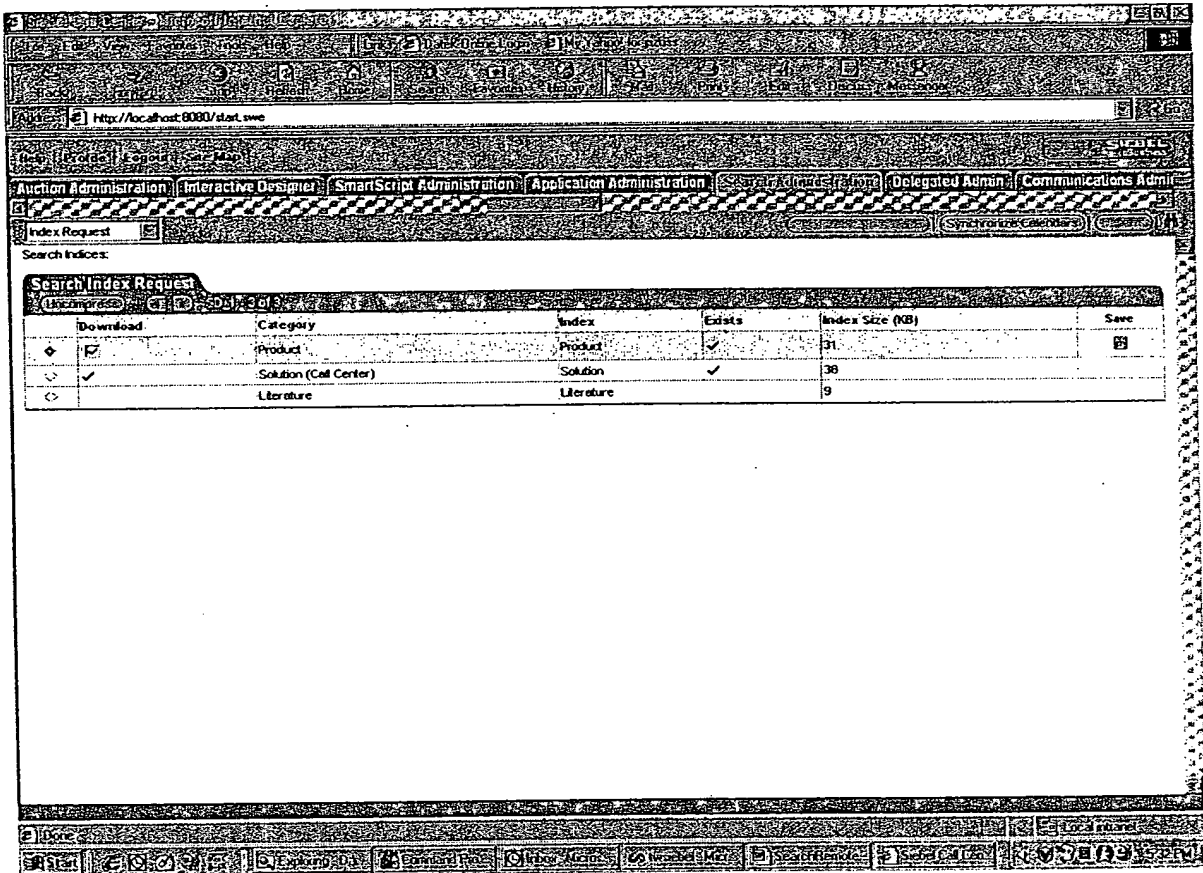


FIG. 48

4900

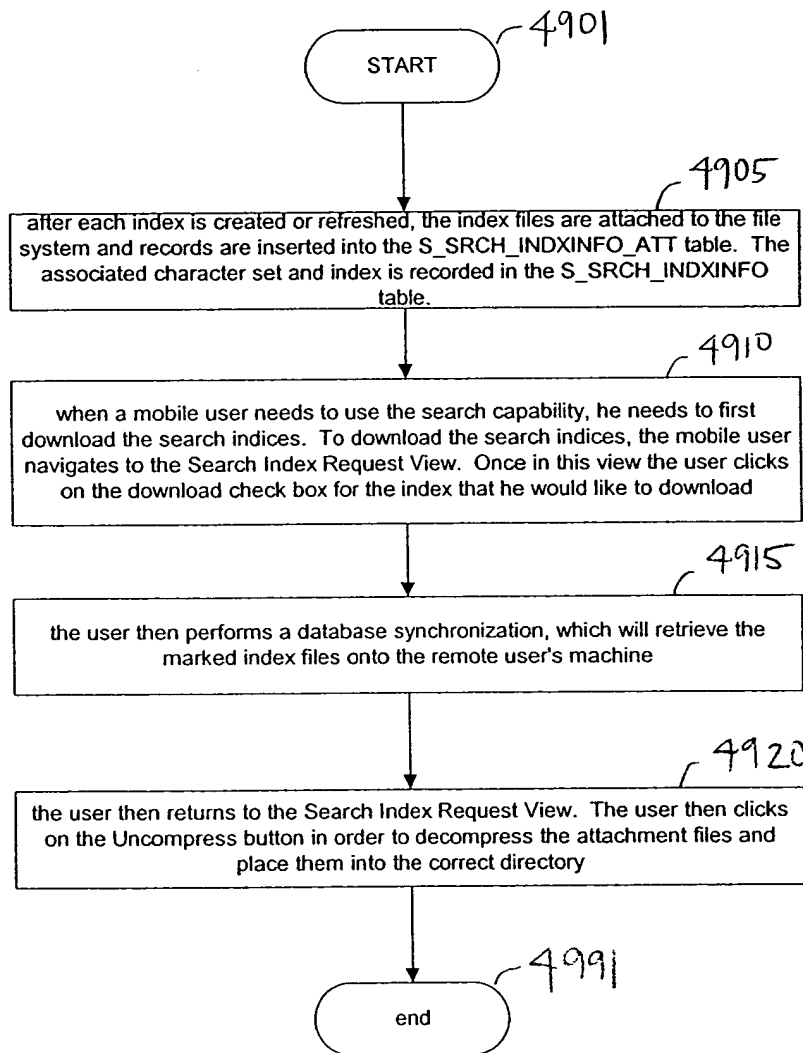


FIG. 49